

# CITY OF BEND NEIGHBORHOOD ASSOCIATION HANDBOOK



photo by Dustin Mitsch

PUBLISHED BY THE CITY OF BEND COMMUNICATIONS DEPARTMENT



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# INTRODUCTION



photo by Dustin Mitsch

# NEIGHBORHOOD ASSOCIATIONS: A UNIQUE RESPONSIBILITY AND PRIVILEGE

Between the years of 2015 and 2030, population experts tell us we will see 40 percent more people making Bend home. It's an incredible time to be shaping the future of this place, and the role of neighborhood associations has never been more important.

Citizens working together can create a strong, vibrant, enduring city promoting neighborhood livability for decades, even centuries, to come.

Working together to improve Bend is the foundational concept of our city's most important document—our charter. Created by our founding leaders in 1929, the charter is like Bend's very own constitution. It spells out a special kind of partnership between elected city councilors and a hired city manager who each fulfill an important role—citizens representing the wishes and hopes of the people and a staff carrying out their will in the daily operations of city government. And within that framework, there is an important role for neighborhood associations to play.

Neighborhoods are the most basic building blocks of any city because they form the nearest link between the individual citizen and the greater community. In this way, the neighborhood association becomes a critical element in the smooth functioning of our democracy and city government. Where better for citizens to band together to understand and communicate their needs?

And as the challenges facing Bend's neighborhood play out in the coming years—whether they relate to housing, transportation, urbanization or maintaining a sense of place in the midst of growth—it is neighborhood associations that have the unique responsibility and privilege to draft a new chapter of collaboration on behalf of the people making a home in this special place.



photo provided by River West Neighborhood Association website

# WHAT IS A NEIGHBORHOOD ASSOCIATION?

Neighborhood associations are organizations formally recognized by the City of Bend as a forum for citizens to address the issues affecting their neighborhood.

In Bend, the definition of a neighborhood association is outlined in the Bend Development Code as an association comprised of residents 18 years or older, property owners, any legal entity that operates a place of business, professional office, government agency or nonprofit institution within an area of the City. Participation is voluntary and open to everyone who lives or works in the neighborhood boundary area.

Neighborhood associations are concerned with issues that affect the neighborhood, including:

- ▶ Uses of property and zoning regulations
- ▶ Transportation connectivity, including bikeable streets, the sidewalk network and access to public transportation
- ▶ Crime prevention
- ▶ Access to parks, schools, shopping, entertainment and restaurants
- ▶ Art in the neighborhood
- ▶ Gathering places that create a sense of community
- ▶ Strengthening the ties between people in the neighborhood

Neighborhood association leaders can be involved with land-use changes and city-wide planning issues, they can sponsor events, create coalitions and serve as the hub of neighborhood communications—connecting residents with each other and the broader city.

## APPENDIX ALERT

Read the full City of Bend Development Code covering the laws governing neighborhood associations on page 59 of the appendix titled, City Code: Recognizing Neighborhood Associations.





photo provided by River West Neighborhood Association website

# NEIGHBORHOODS IN BEND

In Bend, 13 neighborhood associations were originally established in 2001. The neighborhood associations have weathered many ups and downs.

There is no one-size-fits-all when it comes to the activities of Bend neighborhood associations. Some neighborhood associations have had difficulty remaining active, while others have been very successful. Some groups choose just to serve as conduits of information from the City and community to members, while others use teams of volunteers to manage events and projects on a regular basis.

Just as there are many kinds of associations, there are also many kinds of neighborhoods. But whether your neighborhood is rural, urban or somewhere in between there are a few characteristics that make up a great place to live and work, according to the American Planning Association:

- ▶ Neighborhoods contribute a variety of benefits to a resident's day-to-day living, including residential, commercial and mixed-uses
- ▶ Multi-modal transportation options accommodate pedestrians, bicyclists and drivers
- ▶ Design and architecture features are visually interesting
- ▶ Places encourage human contact and social activities
- ▶ Promotes community involvement and maintains a secure environment
- ▶ Offers a memorable character

## APPENDIX ALERT

See the names and boundaries of the neighborhood associations in Bend on page 62.



photo provided by Southwest Bend Neighborhood Association

## WORKING WITH THE CITY OF BEND

The City of Bend and neighborhood associations are partners.

City leaders are eager to learn about the issues facing neighborhoods throughout Bend and neighborhood leaders can achieve successes by working closely with City officials.

The City shows its commitment to neighborhood associations by formally recognizing them in the City's development code and offering annual funding for association activities.

Each year, the City requires that neighborhood associations wishing to continue with formal recognition submit an annual report describing their activities and accounting for the use of grant funds.

The best way to maintain good City-association relationships is to get in touch early and often with City staff and City councilors and keep an open mind about solutions and approaches to issues facing your neighborhood.

### APPENDIX ALERT

Find the Annual Compliance Report form for neighborhood associations on page 70 of the appendix. File this with the City every year to maintain the formal status of your neighborhood association.

# LAUNCHING AN ASSOCIATION





photo provided by Cricket Kadoch

# FORMING THE TEAM

Even though 13 neighborhood associations covering the entire area of Bend have already been established, new associations or new boundaries may be proposed in the future. Or it may be time to breathe new life into an existing association that has become inactive.

No matter what, the first step to getting an association up and running is creating a great team.

Forming the core team of interested neighbors is a wonderful opportunity for neighbors to collaborate during the early stages of launching or re-vitalizing a neighborhood association. For any position look for people who are respectful of others and who are ready to help your team succeed at its goals.

Important positions to consider filling on this team are the following:

- ▶ Chair: The leader who serves as a catalyst and manager
- ▶ Vice-chair: Support person to the chair and team
- ▶ Secretary: Meeting coordinator and recorder
- ▶ Treasurer: Overseer of finances
- ▶ Outreach and communications coordinator: Responsible for growing membership and helping others understand your mission
- ▶ Event coordinator: Designs and oversees ways for neighbors to come together in person to build community
- ▶ Program coordinator: Helps strengthen neighborhood bonds by managing programs such as snow-shoveling for seniors or the neighborhood crime watch
- ▶ Land-use coordinator: Understands City land-use processes and watchdogs property uses within the neighborhood to alert neighbors about concerns and helps the neighborhood develop in accordance with land-use laws
- ▶ Public safety coordinator: Work with local law enforcement to maintain or enhance the safety of the neighborhood





photo provided by Bend2030

# ESTABLISHING BOUNDARIES

Once your team is formed, it's time to turn attention to the boundaries.

In Bend, the boundaries of existing neighborhood association have been set, but as the city grows and changes new association boundaries or new associations altogether may become appropriate.

Any boundary changes must be approved by the City Council. It's a good idea to get in touch with City staff early in your process if you are interested in altering the boundaries of an existing association or proposing a new one.

When setting the boundaries, neighbors should have the opportunity to discuss where their neighborhood ends and adjacent areas of town begin.

What are the major streets, highways, or geographic formations that define the boundaries of the neighborhood? Do streets divide or unite the neighborhood? What are the boundaries of nearby neighborhood associations? Remember to consider those little segments of properties not connected to another association that run the risk of being excluded. Economic areas of commerce can define a neighborhood as well.



photo provided by Bend2030

# CREATING BYLAWS

Now that you have a team and clear boundaries, you'll need to make the neighborhood association official with bylaws.

Bylaws contain the rules governing the internal affairs of a neighborhood association. You bylaws are the constitution of your neighborhood association and establish the legal requirements for the group. Bylaws govern the way you must function and the official roles and responsibilities of your officers.

To be recognized as a neighborhood association by the City of Bend, you must have bylaws written and adopted by your association. Bylaws are also an integral part of the process for obtaining tax-exempt status by the federal government should you decide to become a nonprofit organization now or in the future.

While most people see writing bylaws as a tedious and difficult procedure, they are required, and they can be a great benefit to a new neighborhood association by helping members clearly define and understand the purpose and procedures of their group. You can find a draft of sample bylaws in the appendix, which you can tailor to your neighborhood association's needs.

Bylaws should be reviewed periodically. This will help orient new members to the purpose and processes of the neighborhood association. Reviewing bylaws will ensure that members and officers continue to meet the neighborhood association's needs and other legal requirements.

## APPENDIX ALERT

A set of sample bylaws are included on page 63 of the appendix. Use these guidelines as your starting place for making sure you cover all the bases in your bylaws.





photo provided by Boyd Acres Neighborhood Association website

# ASSESSING THE NEIGHBORHOOD

Once you are clear on the boundaries of the neighborhood, it's a good idea to take stock of the neighborhood.

This is a time to define the character of your neighborhood and to celebrate its people, assets and history. It's also the time to consider what could be improved and the work priorities of your group.

In general, you'll be asking what are the strengths of the neighborhood? What features need to be preserved? What are the residents' common dreams or goals for the area? A new park or some hiking/walking trails? Is there a consensus on certain needs yet to be addressed?

It all begins with an assessment of the neighborhood. This is an excellent first project for a new team and offers everyone a chance to try out their roles as neighborhood leaders. Everyone from a chair to a treasurer to an events coordinator can begin to practice their skills through a neighborhood assessment.

## APPENDIX ALERT

Find sample surveys you can use to learn more about neighborhood resident priorities on page 70 and 71 of the appendix.



photo provided by Cricket Kadoch

There are many models for tackling an assessment, but here are some tools that you can employ to get an accurate and robust understanding of the neighborhood:

- ▶ Resources documenting the history of the area
- ▶ Census data showing the demographics of residents
- ▶ Voter registration data from the county clerk's office
- ▶ Crime data from the police department
- ▶ An inventory of property types, landmarks, parks, schools, businesses, and places of faith
- ▶ A review of the forms of architecture in the neighborhood
- ▶ An accounting of the homeowners associations in the neighborhood
- ▶ A map of neighborhood trails
- ▶ A map of the safe places to walk and bike
- ▶ A door-to-door canvass using a short verbal questionnaire or online survey of neighbors to capture their opinions and experiences
- ▶ A contact sheet of people interested in working together on neighborhood projects

Once the neighborhood assessment is complete, new projects and opportunities will begin to jump out to your team. This exercise can help you and your team begin to prioritize the work you'll do together.



# MASTERING MEETINGS



photo provided by Boyd Acres Neighborhood Association website

# MEETING REQUIREMENTS FOR NEIGHBORHOOD ASSOCIATIONS

One of the most important functions of a neighborhood association is getting members together to learn about and make plans to address issues facing the neighborhood.

That means meetings. And in Bend, our development code sets forth some requirements for neighborhood associations to follow on an annual basis.

There are two kinds of meetings that should be held: an annual general meeting and monthly board meetings of the neighborhood association leadership.

The annual general meeting is an open meeting for every member of the neighborhood association. The Bend Development Code states that the City may terminate its recognition of any neighborhood association that hasn't held a general membership meeting in the past 18 months.

At a general meeting the following topics are often addressed:

- ▶ Election of officers and other key positions
- ▶ Other important votes for the neighborhood association
- ▶ Updates or presentations on major issues facing the neighborhood
- ▶ Announcements about neighborhood association committees, events or projects

A monthly board meeting is a gathering of the leadership of the association plus any guests that can be helpful to that team. Monthly meetings are not required by Bend Development Code, but they are essential to operating the association effectively.



photo provided by Cricket Kadoch

At monthly board meetings the following topics are often addressed:

- ▶ Current financial status of the association
- ▶ Updates from leaders or committee members on land-use, crime, or other neighborhood issues
- ▶ Event or project planning
- ▶ Communication and outreach efforts

In addition to general and monthly board meetings, many other kinds of gatherings can be helpful to accomplishing your goals including those that bring together committees and project or event teams.





photo provided by River West Neighborhood Association website

# RUNNING EFFECTIVE MEETINGS

If there's one thing you can do to make working with your team rewarding and fun, it's holding lively and effective meetings.

It's so important that your team may want to make the art of holding great meetings a top priority for the length of the time that you work together.

As you plan for your upcoming meetings here are a few critical items to keep in mind:

- ▶ Per the American with Disabilities Act, all meetings held by neighborhood associations must be accessible to those with disabilities. Be mindful of steps or uneven surfaces, as well as whether everyone will be able to hear and see a presentation
- ▶ Neighborhood associations are not formal entities of the City of Bend and therefore are not subject to Oregon Public Meeting Law. However, at the request of neighborhood association leaders, the City's development code does require that neighborhood association bylaws stipulate publicly announced open meetings and that minutes of every meeting are kept
- ▶ Neighborhood associations can organize their proceedings in any way that the group chooses, but many decide to use Robert's Rules of Order, which offer a standardized way of calling for decisions and allowing deliberations
- ▶ Meetings almost always run best with an agenda and when meeting materials are distributed in advance.

## APPENDIX ALERT

Robert's Rules of Order are a commonly used set of standards for running a meeting. See a simplified version of these guidelines on pages 60 - 61 of the appendix.





photo provided by Cricket Kadoch

# PREPARING AGENDAS AND MEETING MATERIALS

It's only fair that the members of your team understand the purpose of a meeting and that their time will be well spent by attending. Having a plan for your time and offering ways for people to get up to speed beforehand also helps ensure you will make progress.

It all starts with a well-planned agenda. Here are some tips for creating agendas that keep the team on target:

- ▶ At every meeting keep a list of the topics that must be addressed at the next meeting. This list can form the basis for your next agenda
- ▶ Have the chair and vice-chair, or other leaders coordinate in advance to ensure that all the right topics are being considered. It can help to read through the minutes of the last meeting
- ▶ What are the group's major projects? Are reports needed from team members on progress?
- ▶ Is there group planning that must be done?
- ▶ If there is a great deal going on for your group, avoid cluttering up an agenda by taking on too much. Narrowed the topics enough to make real headway on the top priorities
- ▶ Consider the flow of the topics. Does the group need to cover some topics before other issues can fully be considered?
- ▶ Stick to a clear schedule from beginning to end of the meeting, with time frames noted for each topic, to help keep members using time efficiently
- ▶ Save time at the end of an agenda to recap the duties and deadlines assigned during the meeting and establish the next meeting time and place



photo provided by River West Neighborhood Association website

Meeting materials such as documents, spreadsheets, graphics, minutes from former meetings and more often must be shared at meetings to help everyone understand what's going on.

These materials can be shared in several different ways ahead of a meeting, giving everyone time to review them before you get together.

- ▶ For all meetings, including general, board or committee meetings, it can be helpful to post an agenda and meeting materials online at your neighborhood association website
- ▶ Some associations use other online sharing tools, such as Google documents
- ▶ Emailing agendas and meeting materials to everyone is also a great way to ensure people have the best chance to come prepared





photo provided by Bend2030

# MAKING MEETINGS ENJOYABLE

There is no law requiring meetings to be held at conference tables. As a team of neighbors, you have many, many options available to you for taking the boring out of a business meeting and making everyone feel welcome.

For instance, meetings can be held at a backyard BBQ, at a neighborhood park, a local coffee shop, even on a living room floor.

It's important to encourage new people to jump right into the mix right away, and there are a few easy ways to break the ice. Have a cheerful greeter offering name tags and collecting info on a sign-up sheet if there are many new people.

Consider the seating arrangements and try for a comfortable configuration that encourages conversation when it's appropriate.

Meetings can and should be wrapped by social time when possible. And meetings are almost always more fun with refreshments.



photo provided by River West Neighborhood Association website

# TROUBLESHOOTING MEETINGS

The simple fact is that meetings can occasionally be a challenge.

Working as a team is, after all, an exercise in understanding how to give and take with other people who may be very different from you. Conflict is almost a given at one point or another. Feelings may be hurt from time to time.

But challenges can be minimized through good leadership and a few tips and tricks. Here are some tried and true suggestions for avoiding or working through a difficult meeting.

- ▶ **Always refer to the group.** When a conversation is getting stuck between just a few participants throw out a related key question to the entire group to re-center the team. By doing this, you acknowledge the group's power of decision-making, taking some of the pressure off the tense parties
- ▶ **Keep it short.** Keep the meeting short. Keep the speech short. Keep the sentences short. Keep the group engaged by limiting wasted time. Encourage everyone to get on board with this philosophy
- ▶ **Don't abide a dominator.** It's not fair to the team for one person to hold the floor for the majority of a meeting or conversation and it may turn off important team members. As hard as it may be, take steps to end the domination. For instance, suggest that it's important to hear from others in the group and specifically invite others to speak, call attention to time frames and ask for the person's help in meeting them or propose a ground rule that each person speaks for two minutes each
- ▶ **Don't digress.** It's not fair to team members to allow an agenda to be derailed by diving down the rabbit hole of a side topic, especially if only one or two people are interested in that topic. Politely remind everyone of the time frames and get back to business
- ▶ **Stay positive.** Some members just don't believe in solution-oriented thinking and find frequent reasons for failure. This can be improved by acknowledging what's been said with gratitude, inviting any other differing opinions and jumping in with reinforcement for positive thinking



# MANAGING ASSOCIATION FINANCES



photo provided by Cricket Kadoch

# CITY OF BEND FUNDING

Running a neighborhood association means taking on a variety of tasks that often cannot be accomplished without some funding.

Neighborhood associations can earn funds from many different sources including fundraisers, grants, events or, most commonly, through the City of Bend.

Each year the City provides annual grants to neighborhood associations that request funding, which may be approved primarily for the following uses:

- ▶ **Printing:** For instance, creation, set-up and printing for neighborhood-wide meeting agendas, general and special meeting notices, fliers, post cards, newsletters, etc.
- ▶ **Meeting expenses:** Associated with the set-up, support/conduct and take-down of neighborhood association boards and general membership meetings
- ▶ **Administration/postage:** Postage for mailing newsletters, post cards, other notices publicizing the neighborhood associations meetings or other business, copies and supplies used in the conduct of neighborhood association administration
- ▶ **Education / training:** Prior approval for education or training of neighborhood association officers and committee board members is required. Reimbursement will be limited to registration fees and other expenses as authorized and approved by the city. Courses are restricted to the board members and/or committee heads and pertinent to their position/responsibilities
- ▶ **Miscellaneous:** Any other expenses must be authorized and approved in advance

## APPENDIX ALERT

Find a copy of the Reimbursement Request Form on page 62 of the appendix.



photo provided by River West Neighborhood Association website

There are a few other guidelines governing City grant funding:

- ▶ Each year, neighborhood associations must apply for grant funding in order to receive it. Deadlines for applying vary by year
- ▶ Neighborhood associations are required to provide written reports on grant expenditures as part of the next year's application for grant funding
- ▶ Grant proceeds may not be used for election advocacy

Typically City funds are distributed in one of two ways:

- ▶ The most common distribution method is reimbursement to a neighborhood association leader for an approved purchase upon receipt of a Reimbursement Request Form
- ▶ In the case of large purchases, it may be more appropriate for the city to provide payment directly to a vendor through an approved purchase order process. Contact the City communications department to request a purchase order

The City may also provide assistance to neighborhood associations in the form of waiving land use appeal fees or with some administrative support.





photo provided by Cricket Kadoch

# MODELS FOR ORGANIZING FINANCES

Neighborhood associations can manage finances in a few different ways ranging from a very simple system all the way up to forming a 501 (c) 3 nonprofit recognized by the State of Oregon.

The simplest way of operating is to rely on a straightforward City reimbursement or purchase order system. Using these methods, your group doesn't need a bank account, debit card or checks.

Other associations choose to open a bank account in the name of the association with neighborhood leaders acting as signers on the account. These groups may still use the City's simple reimbursement or purchase order system, but they may be earning additional funds, too, from fundraisers, donations or small grants.

Still other associations may be ready to take the step into formal non-profit territory. Becoming a non-profit may make your team eligible for larger grants and may provide you other valuable benefits. But this step also comes with initial legal hurdles as you earn 501 (c) 3 status. And there are ongoing responsibilities such as filing tax returns and annual reports to the Oregon Secretary of State.

No matter what form of financial management your neighborhood association chooses, it's important to provide accurate and transparent reports of how funds are being spent at every annual general meeting and typically at every monthly board meeting, as well.

Financial management tasks may be managed by your treasurer alone, or you may choose to hire bookkeeping or accountant support to assist you in your financial tracking.

## PRO TIP

Visit the Oregon Secretary of State Corporation Division online to learn more about whether your neighborhood association should consider becoming a 501 (c) 3.

# **RUNNING THE ASSOCIATION**



photo provided by River West Neighborhood Association website

## KEEPING THE TEAM ENGAGED

Running the association is about building the team and keeping members engaged for the long haul. It's no understatement to say that just about every meeting, project, strategy-building session or cookout is an opportunity for engaging new members and/or providing leadership development for existing members.

The work of association leaders will be more rewarding, more powerful and less taxing with the backing of a deep bench. As you read through this chapter—which is devoted to the nuts and bolts of communications, programs, projects and advocacy—consider all the ways you could invite others to take part in this work and grow their skills and knowledge with each step.

At every opportunity, collect the names and contact information for neighborhood association members so that you can invite them to get more involved. Sign-up sheets should be in every neighborhood leader's car and easily found online. Every name collected should be followed up with a welcome email or phone call.

In your planning take the time to consider little volunteer jobs that may be easy to accomplish but that make a new member feel like they're becoming a part of the team. You'll have them hooked with collaborative invitations and frequent celebrations for the great work you're doing together.





photo provided by Bend2030

# COMMUNICATIONS AND OUTREACH

Neighborhood associations should aim to be the hub of neighborhood communications both internally between members and externally with the many partners, agencies and services that can help achieve your neighborhood goals.

Fundamentally, people are interested in what is happening in their neighborhoods and the programs, projects and issues that could affect them. There are many people in the larger community who care what's happening in your neighborhood, too. Keeping them informed about who you are, what you're doing and the successes and challenges you are having can help achieve your goals.

Here are some of the topics that your neighborhood association could be communicating about frequently to members and the larger public:

- ▶ Successes of the neighborhood association team
- ▶ Events that members may want to attend in the neighborhood or larger community
- ▶ News and updates about important neighborhood topics such as land-use, city policy, transportation issues or projects, crime, art, schools, parks, places of faith and open spaces
- ▶ Information about neighborhood programs and projects
- ▶ Meeting times and agendas of the neighborhood association leadership
- ▶ Volunteer opportunities
- ▶ A calendar of events, meetings and deadlines



photo provided by River West Neighborhood Association website

# COMMUNICATION TOOLS

There are an incredible number of channels and platforms for disseminating information about the neighborhood. It's not necessary to use every option. Just like with many other aspects of running a neighborhood association, it's smart to start small and master one tool before attempting to add another to your repertoire.

Below is a robust list of all the communications tools you may want to consider. They are presented in a recommended order of tools to learn and employ to reach large numbers of members based on effectiveness for the time involved. Instructions and tips for each tool are listed on the following pages but we provide more in-depth information on the first ten of this list.

- ▶ Website and blog
- ▶ Facebook
- ▶ Emailed newsletters and alerts
- ▶ Printed newsletters
- ▶ Letters
- ▶ Fliers and posters
- ▶ Event sign-up websites
- ▶ Online surveys
- ▶ Press releases
- ▶ Door-to-door canvass
- ▶ Networking sites such as Next Door
- ▶ Texts
- ▶ Phone calls or phone tree
- ▶ Literature piece such as a tri-fold brochure or door hanger
- ▶ Booths
- ▶ Presentation road show at service clubs, schools, etc.
- ▶ Twitter
- ▶ Online videos
- ▶ Lawn signs that comply with city sign codes





photo provided by River West Neighborhood Association website

# WEBSITES AND BLOG

**Why:** Websites have been the most enduring online communication tool for organizations for many years. No matter how rapidly technology changes, it's likely that websites will be around for many years to come and worth an investment of your time and energy. Websites also offer the greatest array of ways to share information in one place.

## The basics:

- ▶ You'll need a URL/domain name, a hosting service and an interface to create the site
- ▶ Most neighborhood associations in Bend already have a website address that people may know, so try to stick with the same URL to avoid confusion
- ▶ The most commonly used interface, which is also called a website platform, is WordPress because of its ease of use, but there are many others
- ▶ There are many, many kinds of hosting services available online but sometimes local Internet service providers are willing to offer discounts to groups like neighborhood associations

## What to include:

- ▶ Information about how to join the association
- ▶ Calendar of events and meetings
- ▶ An archive of your meeting minutes, newsletters and press releases
- ▶ Neighborhood association projects and programs
- ▶ A blog, which is a rolling diary of little stories or updates
- ▶ A photo gallery
- ▶ A volunteer sign up form
- ▶ A list of volunteer needs and duties
- ▶ Contact information for neighborhood leaders
- ▶ Links to important resources for members
- ▶ A donate button linked to your neighborhood association bank account





photo provided by River West Neighborhood Association website

# FACEBOOK

**Why:** Best estimates are that 72 percent of the adult population is on Facebook—this is an incredibly important way to communicate with your people. It's free to get a page going and other costs can be minimal. You can also invite people to events and keep track of who's said they are coming. Of all the communication tools you could consider, it's the fastest and easiest way to stay in touch once you get the hang of the system.

## **The basics:**

- ▶ Go to facebook.com and create a page for your association
- ▶ Have photos ready to upload to make your page interesting from the get-go
- ▶ It's a good idea to have a mix of posts that you schedule to run later and on the spot posts that you can add with your phone
- ▶ You can also create event pages loaded with information and a button where people can commit to attending. You can continue to remind them to come
- ▶ Several people on your team can become administrators and assist in posting
- ▶ Most cell phones allow you to download an app for Facebook that can make posting very easy and fast
- ▶ One drawback is that most posts are only shown to a few of the people that like your page. You must pay to have your posts promoted to your members so they see them frequently in their feed but it is often worth it

## **What to include:**

- ▶ Photos from events
- ▶ Articles about the neighborhood or other city news
- ▶ Links to surveys
- ▶ A sites-around-the-neighborhood campaign
- ▶ Reminders about meetings
- ▶ Pictures and a short profile of volunteers
- ▶ Quotes from meetings
- ▶ Snapshots of neighborhood leaders being out and about doing the business of the association



photo provided by Cricket Kadoch

# EMAILED NEWSLETTERS AND ALERTS

**Why:** Packed with a wallop of information in an attractive format, email newsletters are free or cheap and reach can reach thousands of contacts in an instance. Alerts are basically the same concept but usually limited to one topic. While many communication formats require a viewer to come to you, these types of communications can be sent directly to their inbox.

## The basics:

- ▶ Find an online program that fits your budget, needs and is easy to use
- ▶ Good options are Constant Contact, which requires a monthly fee but allows you to create event pages and surveys, and MailChimp, which is free up to 2,000 emails but offers limited features beyond mass emails and a contact database
- ▶ Create a template that can be quickly updated every month without starting a new design from scratch
- ▶ Link short intros or teasers in the newsletter back to the full page of information on your website or blog
- ▶ The more visually appealing your newsletter, the more likely that people will eagerly await the next one

## What to include:

- ▶ Photos and graphics
- ▶ Event information
- ▶ Upcoming meeting times and agendas
- ▶ Profiles of leaders or members
- ▶ Updates on neighborhood issues
- ▶ Updates on neighborhood association programs or projects
- ▶ A calendar of meetings or events
- ▶ Volunteer opportunities
- ▶ Contact information for neighborhood leaders
- ▶ Buttons linked to places to register for events
- ▶ A donate button linked to the donate page of your website





photo provided by Bend2030

## PRINTED NEWSLETTER

**Why:** Some members of your neighborhood associations may prefer to receive a paper version of a newsletter because they don't use computers or online tools. It can take extra work to do this, but it might be worth it to ensure you are being inclusive to all. A printed version can also be distributed around the neighborhood to share information at businesses, places of faith, schools, etc.

### The basics:

- ▶ Some email newsletters can just be printed and mailed or hand delivered, though it is against federal law to put anything in anyone's mailbox
- ▶ Some neighborhoods use businesses that deliver door-to-door. This is usually less expensive than postage
- ▶ If your newsletter uses a large number of links, you might need to add additional text to a printed version
- ▶ You can design your newsletter using a word processing program, or design program such as Publisher or InDesign
- ▶ You can print on either one or more 8.5 x 11 pages stapled together or a legal sized sheet folded in half
- ▶ You can use a printer, copy machine or local print shop to print the newsletter

### What to include:

- ▶ All the same information you would in an emailed newsletter





photo provided by River West Neighborhood Association website

# LETTERS

**Why:** Each year, it's appropriate to send a letter to every neighborhood association member's home to help increase attendance at the annual meeting. Letters can be appropriate for other uses such as encouraging members to become engaged in a major community issue.

## The basics:

- ▶ Request a copy of the names and addresses of property owners in your neighborhood from the City of Bend
- ▶ You can send bulk mail for a discounted rate but you must send several thousand letters to qualify
- ▶ In addition to neighborhood residents, be sure to include local organizations, churches, schools, businesses, city officials and the media on your list
- ▶ It is essential to update the mailing list periodically to ensure that all the information is current

## What to include:

- ▶ Maximize the postage and include plenty of information whenever sending a letter to your mailing list. This could be a calendar or flyer advertising upcoming events, the latest newsletter, or an appeal for volunteers



photo provided by River West Neighborhood Association website

# FLIERS AND POSTERS

**Why:** Fliers and posters are easy to make and can be visually grabbing. They can quickly and cheaply printed and widely distributed.

## The basics:

- ▶ For many activities, a simple flier or poster announcing the activity, location, date and time is sufficient
- ▶ Fliers and posters are often used in conjunction with other forms of publicity
- ▶ Fliers can be created in simple word processing systems
- ▶ Create a list of locations in your neighborhood with good bulletin boards for posting fliers or posters
- ▶ You can divide up this larger list into smaller chunks that so volunteers can post a manageable number

## What to include:

- ▶ Time, date, place of the event
- ▶ Contact information for organizers including your website and phone number
- ▶ A brief synopsis of the event
- ▶ Visually appealing art





photo provided by Cricket Kadoch

# EVENT SIGN-UP WEBSITES

**Why:** Attendance at events goes up dramatically when people register to attend. Maybe it's psychological, maybe it's the fun of having a ticket—but whatever it is, you should be having people commit to coming to events through online registrations when you can. Simple RSVPs work just fine for a pancake breakfast on your block, but for larger meetings or forums, you should consider using an online program to register attendees.

## The basics:

- ▶ Some systems such as Constant Contact allow you to manage communications in many ways including maintain your contact database, send mass emails and manage registrations for events
- ▶ If you aren't using an all-in-one service, which often require payment, you can use free standalone sites such as Eventbrite, Eventzilla, and Eventsmart to share information about your event and register attendees. You can even charge for events through these sites
- ▶ Facebook has an events feature, but there is no way to collect payment if you'd like to through Facebook and the commitment is less secure when you say you're planning to attend an event on Facebook

## What to include:

- ▶ A registration site will give you all the necessary prompts to help you share the right information with your audience, but be prepared to share a few paragraphs about the purpose of the event
- ▶ You can also share links to your website, news articles or other resources as you share information on these sites





photo provided by River West Neighborhood Association website

# ONLINE SURVEYS

**Why:** As mentioned in earlier chapters, it's helpful to survey your members, even on an annual basis to learn of their experiences and opinions and to help prioritize projects in the neighborhood. Surveys are also great ways to show changes in data. For instance, by asking a set of the same questions each year as part of a survey, you can begin to monitor whether some things in the neighborhood are getting better or worse, or changes in the demographics of your members.

## The basics:

- ▶ Like event registration, surveys can come part and parcel with a larger management tool such as Constant Contact
- ▶ But other sites can be free or cheaper and offer a better interface for creating and analyzing surveys
- ▶ A very commonly used survey manager is SurveyMonkey. It offers free surveys for up to 10 questions—even really complicated ones—and a variety of other payment options
- ▶ Be careful when designing your questions to ensure they aren't leading people to give the answer you were looking for
- ▶ There are many ways to accidentally misinterpret data, weight an answer wrongly, or construct a question in a confusing way. Always get multiple eyes on both survey design and analysis to be sure you're getting good data

## What to include:

- ▶ Questions about the most important topics in the neighborhood, which are often around land-use or housing, transportation, crime, etc.
- ▶ Questions about prioritizing time and other resources
- ▶ Give plenty of space for people to comment freely
- ▶ A "what didn't we ask" question
- ▶ A place for folks to say whether they are interested in volunteering
- ▶ Demographic data questions



photo provided by Cricket Kadoch

# PRESS RELEASES

**Why:** Press releases are the language of media. You send a good one, they respond with coverage—it's a simple system that works well for all parties. The standardization of press releases makes it very convenient for media to quickly understand what's happening.

## The basics:

- ▶ Press releases are usually one page long and include key information, a quote or two from key players, and contact information for how media can follow up for a story
- ▶ Sometimes press releases are printed or read on air as is, but with many news outlets the release is just a resource as they work to put together a separate piece on the topic
- ▶ Don't overthink a press release. These are rarely beautiful and instead are a utilitarian tool. The information is the most important element
- ▶ Once you have sent the release, it's very helpful to follow it up with phone calls to the media outlets you really want to cover the story. A list of local media contacts can be found in the appendix of this handbook

## What to include:

- ▶ Start with a bold headline that summarizes your press release in a catchy way.
- ▶ Put the date on the release that you would like the information to go live. Often releases are sent on the day you hope coverage to begin
- ▶ Include your neighborhood association's name, plus the address, phone number and email of the contact person
- ▶ Draft quotes from one or more key sources, but be sure to have them read and approve their quotes
- ▶ If you are publicizing an event, be sure to include time, date and place of the event

### APPENDIX ALERT

Find a list of all newspaper, television and radio media contacts on page 76 of the appendix.





photo provided by the City of Bend

# DOOR-TO-DOOR CANVASS

**Why:** Nothing connects people faster than face-to-face communication. Door-to-door canvasses also help the visitor to really understand a neighborhood, it's streets, houses and how the residents really live. Canvasses can be related to any topic and are a good way to include volunteers in outreach on neighborhood issues.

## The basics:

- ▶ Canvasses can be targeted or just simply intended to hit every door. Before going out, have a very clear sense of purpose
- ▶ A canvasser often has a clipboard to help carry and quickly show information
- ▶ It's a good idea to establish some ground rules for canvassing for the team. For instance, don't go anywhere unsafe, do or do not knock on doors with "No Soliciting" signs, don't leave fliers in mailboxes because it's against the law, etc.
- ▶ It can be helpful for canvassers to have some kind of identifying t-shirt, button or hat to help people understand the purpose of the visit right away

## What to include:

- ▶ Talking points to help the canvasser get across the point of the visit right off the bat
- ▶ Something to leave behind with the neighbor or some kind of request that should be made with the neighbor
- ▶ A sign up sheet for folks interested in getting more involved
- ▶ A question and answer sheet to help the canvasser share accurate information





photo provided by Cricket Kadoch

## NETWORKING SITES SUCH AS NEXT DOOR

These kinds of sites are becoming more widely used all the time. They're like a bulletin or message board for a neighborhood. Everything from lost dogs to a truck for sale to a need for a babysitter to a forum for venting about neighborhood issues—sites such as Next Door are a real grab bag. Neighborhood associations can use these bulletin boards to advertise meetings, programs, new projects and more.

## TEXTS

For very large or important functions, it can be appropriate to text members of the association on their cell phones using the contact information they have provided you. Texts can remind people of meetings or invite them to upcoming events. But they are an incredibly direct way to get in touch and should be used with care.

## PHONE CALLS OR PHONE TREES

Phone calls and phone trees are often used to alert people in the neighborhood of something that has happened. They are also used to recruit volunteers or encourage participation at events. Organizers differ on whether to leave voice mail messages when calling through a list, but either way it's important to remember that, like texts, phone calls can also feel very direct and must be made with good coaching and customer service skills.

## LITERATURE PIECES

Your neighborhood association may find it helpful to create a pamphlet or brochure to serve as a communications tool throughout the community. They can be created using a standard word processing system, or it may be possible to find a graphic design volunteer living in your neighborhood. These can be printed on simple copy paper, or by a professional local printer on sturdier paper.



photo provided by River West Neighborhood Association website

## BOOTHS

Bend offers many festivals and events throughout the year that could be dynamite for recruiting new members or sharing information about what your association does. Having a banner printed and some other materials on hand are important if you want to create a booth. You might also consider giving away prizes, hosting an easy game or another fun reason for people to stop by the booth.

## TWITTER

This social media site is very popular, but it can take a big investment of time and energy before it becomes worthwhile. Information is shared in 140 characters or less, meaning everything is bite sized. The best content for Twitter is quick observations, retweets of what others have said, links to articles or things that are slightly cheeky and funny.

## ONLINE VIDEOS

YouTube has turned everyone into a videographer. All you need is a cell phone and an account online and you can begin sharing videos of neighborhood association functions, meetings, forums, and other events. Minor editing required.

## LAWN SIGNS

There may be times when you want to increase a sense of unity in the neighborhood or encourage everyone to take a specific action. You may want to link your association to a particular political issue or other similar community question and lawn signs can be just the ticket. Be sure to review City of Bend sign codes before investing in lawn signs, which often have to be ordered online.





photo provided by Bend2030

# SOCIAL EVENTS

Building community is one of the most fundamental values of a neighborhood association. And social events are a great way for neighbors to get to know each other.

People who have enjoyed these kinds of social events find that parties not only break the ice, but also give neighbors a relaxed time to discover matters of mutual interest. These events often pave the way for future meetings on common neighborhood problems, crime prevention, a neighborhood watch program, recreational needs or other projects.

Social events can be held in a neighbor's house, a local business, in a nearby vacant lot or park, or on a neighborhood street. If you choose to have a large community social event, such as a block party, be sure to contact the City to learn about any required permitting.

Here are a few examples of social events you might want to consider holding in your neighborhood:

- ▶ Block parties
- ▶ Holiday parties
- ▶ Christmas caroling and light displays
- ▶ Potluck dinners
- ▶ Progressive dinners, during which the meal moves from one house to another for each course
- ▶ Neighborhood game tournaments
- ▶ Scavenger hunts
- ▶ Neighborhood garage sales





photo provided by Franklin's Corner Community Garden Facebook Page

# PROGRAMS AND PROJECTS

Sometimes, neighborhood associations lose momentum when there's not a particular issue driving interest. Programs and projects can help build community and develop sustained engagement from your membership. By working together your neighborhood association members can also make Bend better, especially when neighbors who need some extra support are taken care of by the team.

There is no end to the good programs and projects your team could devise. Just remember that it's important to build on success rather than tackling everything all at once. Be reasonable with your expectations of neighbors' time and resources. Here are a few examples of programs and projects you might want to get off the ground in your neighborhood:

- ▶ Neighborhood cleanups
- ▶ Visits to shut-in neighbors
- ▶ Baby-sitting cooperatives
- ▶ Crime prevention programs and neighborhood watch
- ▶ Fundraising events for neighbors in need
- ▶ Collection events to provide supplies for the needy in the community
- ▶ Traffic calming and traffic safety advocacy
- ▶ Sidewalk improvements
- ▶ Street and alley lighting
- ▶ Ride sharing
- ▶ Bicycle access ways
- ▶ House watch for neighbors
- ▶ Food buying clubs
- ▶ Discussion groups
- ▶ Painting projects, in which neighbors pitch in to help paint a neighbor's house
- ▶ Database of things that one neighbor has that others could borrow such as a post hole digger, extension ladder, pressure washer, or an air compressor.
- ▶ Weed pulls



photo provided by River West Neighborhood Association website

# CREATING WORK PLANS WITH THE TEAM

As you begin to consider developing events, programs and projects with your team, go back to your neighborhood assessment and member surveys to make decisions about where to focus your energy.

What kind of events would attract the most interest? What projects are most valuable to engaged members? What programs can you create that would truly benefit the neighborhood?

Talk over the possibilities at your general meeting, at monthly meetings with your key leaders and casual conversations on the block. Do your best to get everyone's input on where the priorities lie.

Once you know what you're ready to tackle, it's time to get serious about work plans.

Successful neighborhood associations live and breathe work plans. Putting down on paper the goals, the pieces of work that must be accomplished, who will do them and on what timeline gives everyone a chance to weigh in and consider their own role in the success of the project.

Work plans are your best bet for keeping a project on task and the team oriented toward moving forward.





photo provided by Franklin's Corner Community Garden Facebook Page

The elements of every good work plan are very simple. They include:

- ▶ Project purpose and goals
- ▶ Project timeline
- ▶ Resources required
- ▶ Tasks that must be accomplished
- ▶ Assignment of tasks to specific people
- ▶ Plans for celebrating success
- ▶ Follow-up steps
- ▶ And most importantly—realistic expectations of the team of volunteers

When drafting a work plan, consider copying the bullet points listed above as the sections of your work plan. Ask team members to each complete a section and send to everyone else for review and editing.

Just the act of making a plan together can be a powerful first step toward accomplishing it.





photo provided by Bend2030

# TIPS FOR ORGANIZING THE TEAM

- ▶ **Be realistic.** Set yourself up for success by taking an honest assessment of how much time, money and ability your team has to take on the event or project. Remember, you can build on small successes fast, but it's hard to keep up morale if volunteers feel overwhelmed
- ▶ **Set up a committee.** A committee makes organizing an event much simpler. Projects are broken down into pieces, with people assigned to each task. The committee meets regularly to discuss progress. The size of the committee will depend on the size and nature of the event. It is not unusual for most activities to take place at the committee level. This is also the level at which a member can become most involved
- ▶ **Appoint a committee chairperson.** This is a major responsibility. The chair is the coordinator of the event. Chairs must make sure that everyone is accomplishing the assigned tasks so that everything is done for the event. The chair should work with the event committee to make all the necessary arrangements
- ▶ **Try backwards planning.** Create the timeline for your projects by starting at the end date. For instance, if you want to hold a block party on June 15, work backwards to figure out that the registration for the event must be opened on May 15, which means the quarterly newsletter sent in March must include an announcements, which means you'll need to know your event time and venue by then
- ▶ **Build and use checklists.** Start a record of all the steps that must be taken to hold successful events, or meetings, or even to put together the newsletter. Checklists are a great way to ensure that all your knowledge will be passed on to the new neighborhood leaders when it's their time to take over the reins

**APPENDIX ALERT**  
Check out page 77 of the appendix for an event organizing checklist that can serve as a great start to developing your own set of checklists.





photo provided by Bend2030

# ADVOCACY

No one knows the issues in your neighborhood better than you. And there are times when it is appropriate to advocate for the needs of your members.

Advocacy at the city level can take many forms but the most common ones are:

- ▶ Weighing in on land use decisions
- ▶ Serving on City of Bend committees
- ▶ One-on-one meetings with City Councilors
- ▶ Testifying before the Bend City Council, planning commission or other local bodies

Before any position is taken on behalf of the association options should be studied, opinions collected through surveys, and a formal discussion and vote taken by the neighborhood association leadership.

It's also important to advocate for changes with the right group.

Get to know who the real decision-makers are on an issue. For instance, if you want to address an issue with a park, you'll need to reach out to the Bend Parks and Recreation District not the City. But if you want to address an issue on a school playground, it's the Bend La Pine School District who can help, not the parks district.

Keep in mind that staff at the City or other agencies within Bend are rarely the decision-makers on policy issues and it may not be the best use of your time to try to engage them in changes you want to make. For instance at City Hall, staff members are responsible to carrying out the operations of the city. If a policy must be changed or a new project approved, it's the Bend City Council that will make the decision.

## PRO TIP

Remember that it's your role as an association leader to represent your neighborhood and members. Associations that tread into policy advocacy run the risk of alienating members who may not agree with a stance that neighborhood leaders wish to take. It is up to neighborhood association leaders to determine the right approach for your membership.



photo by Dustin Mitsch

# WEIGHING IN ON LAND USE DECISIONS

The City has written into its development code that neighborhood association members must be included in decisions being made about proposed land use changes within the borders of an association.

Applicants for zoning changes, conditional use permits, subdivision of lands and more are required to make a presentation at a publicly noticed meeting of the affected neighborhood association.

According to the development code, presentations must include a map of the affected area, a visual description of a proposed project, notification of any expected impacts of the project and efforts to mitigate those impacts.

These presentations are designed to help neighborhood association members and property owners gain the information they need to advocate for appropriate development of their neighborhoods.

This knowledge can then allow neighborhood association leaders to organize members to respond to land use proposals and follow up through future meetings or public hearings.

## APPENDIX ALERT

See the full Bend Development Code language regarding notification of neighborhood associations of proposed land use changes on page 78 of the appendix in the section titled City Code: Proposed Land Use Changes





photo provided Franklin's Corner Community Garden's Facebook Page

## SERVING ON CITY COMMITTEES

The City often uses committees to investigate the best options for solving problems in Bend or for advising the Council in its policy making responsibilities.

City staff work to make sure broad representation across the community is reflected on the committee. And these committees can be an important forum for neighborhood associations to help direct policy in the City that affects neighborhoods.

If you are interested in serving on City of Bend committees as a representative of neighborhoods, contact the City Manager's office for more information on opportunities. Also watch for news reports about the development of committees so you can learn about the issues and take them to your team for consideration.

### PRO TIP:

Learn about City committees and watch for openings on the City's website. You can help shape your neighborhood through work with these groups.



photo provided by Bend2030

# ONE-ON-ONE MEETINGS WITH CITY COUNCILORS

Councilors are often eager to connect with neighborhood leaders because to learn about what's happening across the city.

These meetings can happen spontaneously during councilor office hours or neighborhood leaders can set up meetings specifically with City Councilors or invite Councilors to their meetings.

You can learn more about office hour times and contact information for individual councilors by going to the City of Bend's website.

## PRO TIP

One of the most effective ways for neighborhood associations to accomplish goes is to align them with those of the Bend City Council. Every two years, a new mix of City Councilors creates a set of goals for their time together as City leaders. For instance, if a City Council is focused on transportation, a neighborhood association could make great progress on it's transportation priorities by aligning them with council concerns.





photo provided Franklin's Corner Community Garden's Facebook Page

## TESTIFYING AT THE CITY LEVEL

Thoughts and opinions can be shared with decision-makers at any time, but when a Bend resident testifies these words carry great weight because testimony becomes part of the official record used by officials to make decisions. There are several forums for providing testimony at the City level such as at a City Council meeting, a planning commission meeting, a land-use hearing, or at meetings of other committees.

Here are some tips for providing effective testimony:

- ▶ **Observe first.** You may want to consider attending a public meeting or public hearing to familiarize yourself with how the meeting is conducted and how testimony is given
- ▶ **Prepare.** Prepare what you are planning to say because there is usually a time limit for public statements or testimony, usually three minutes. The time limits may be more or less depending on the number of people who wish to speak. Do not memorize your testimony; you can speak more informally or read it word-for-word
- ▶ **Know your facts.** Whether speaking during the receive visitor period or a public hearing, know the facts of the case upon which you wish to testify. Contact the appropriate department in City Hall if you have questions about the topic about which you are testifying. Learn as much as you can about the issue and note just the facts. Accurate information weighs more heavily than opinion. Support your statements with valid references before you and try not to repeat what they have said



photo provided by Bend2030

- ▶ **Write out your statement or testimony.** If you attend a public meeting or hearing, you will observe that many people who testify do so from written testimony. Choose your main points and write them down. Writing out your testimony can help to organize it and may reduce some of the emotion that you might feel about the topic or issue
- ▶ **State your position.** When making a statement or testimony, clearly state the issue, your position on that issue, and what you would like the committee to do. It is helpful if you suggest solutions to the situation(s) or issue(s) you are addressing. It is also helpful if you are courteous and professional to the committee and others during your statement or testimony
- ▶ **Be concise.** Since a hearing on a controversial matter may last for several hours, a concise presentation is helpful. A clearly presented argument can be very forceful
- ▶ **Bring a copy of your complete testimony.** Include research sources to leave with the committee members. You do not need to limit the length of your written testimony
- ▶ **Offer a Solution.** Take advantage of having an audience to hear your recommendation. Relate how this issue directly affects you and what you would like to see done
- ▶ **Don't repeat other's testimony.** If you are planning to speak during a public hearing, listen to the testimony of others who speak and be sure to offer new information





photo provided Franklin's Corner Community Garden's Facebook Page

# EVALUATING YOUR NEIGHBORHOOD ASSOCIATION'S EFFORTS

Throughout this book you have learned a great deal about how to make your neighborhood association successful, but it's possible that it could take many months or longer to begin to see real fruits from your labor. Do not be discouraged if your association is struggling.

It is important to have an organized process for resolving issues, but your group should not spend all its time and energy on organizational problems. Build credibility and success one issue at a time and participation will grow.

But taking periodic looks at how your association is doing can help make you stronger. This is called evaluation and your leadership team should develop a plan for evaluating the neighborhood association on a regular basis.

The following are issues to consider while evaluating your neighborhood association:

- ▶ Regularly reassess the purpose(s) of your neighborhood association and its priorities.
- ▶ Develop realistic plans and activities.
- ▶ Make sure your leadership is representative of your neighborhood.
- ▶ Maintain ongoing communication with all residents, whether or not they are members.
- ▶ Do not let frictions develop! Deal with crises as they come up, and address problems before they become issues.



photo provided Franklin's Corner Community Garden's Facebook Page

## USING MEDIATION

There will be conflict from time to time, but there is support for your team and neighborhood association members.

Community Solutions of Central Oregon provides a positive alternative to the court system in order to resolve conflict. Mediators and trained volunteers help address problems without lawyers, judges and expensive court fees. Mediation is not a court hearing. There are no witnesses needed, and no one is determined guilty or innocent.

Mediation is a method of helping people jointly solve their problems and settle conflict in a way that is fair to both parties. Some disputes can escalate into serious problems that can cause injury or criminal complaints if not resolved in a constructive manner. Impartial mediators can help settle these disputes between neighbors.

Community Solutions of Central Oregon also works to mediate problems involving business organizations, neighborhood associations, non-profit agencies, school districts and City departments. In addition, trained volunteers are available to facilitate meetings for neighborhood associations and other community groups.

Mediation is a voluntary process. It is offered at no cost to the participants if the City has authorized a referral. The only condition is that once the situation has been settled in a manner that is acceptable to all parties, everyone must agree to abide by the proposed agreement. If you would like to consider using mediation services, contact the City's Communications Department for a referral.



# APPENDIX

# CITY CODE: RECOGNIZING NEIGHBORHOOD ASSOCIATIONS

## Chapter 1.70

### NEIGHBORHOOD ASSOCIATIONS

#### Sections:

- 1.70.010 Definition.
- 1.70.020 Existing Neighborhood Associations.
- 1.70.030 Recognition of New Neighborhood Associations.
- 1.70.040 Termination and Withdrawal from Recognized Associations.
- 1.70.050 Status of Recognized Neighborhood Association.
- 1.70.060 Grants and Other Assistance.

#### **1.70.010 Definition.**

**Neighborhood association** means an association comprised of residents 18 years or older, property owners, any legal entity that operates a place of business, professional office, government agency or nonprofit institution within an area of the City. Participation is voluntary and open to all persons who comprise the association. Neighborhood associations are formally recognized organizations which offer an opportunity for those comprising the association to participate in the decision-making for their neighborhood, particularly on land use matters. [Ord. NS-2171, 2011]

#### **1.70.020 Existing Neighborhood Associations.**

All neighborhood associations recognized by the City as of January 1, 2011, shall continue to be recognized until termination of recognition under BC 1.70.040. Neighborhood associations recognized as of January 1, 2011, are:

- A. Awbrey Butte.
- B. Boyd Acres.
- C. Century West.
- D. Larkspur.
- E. Mountain View.
- F. Old Bend.
- G. Old Farm District.
- H. Orchard District.
- I. River West.
- J. Southeast Bend.
- K. Southern Crossing.
- L. Southwest Bend.
- M. Summit West. [Ord. NS-2171, 2011]

#### **1.70.030 Recognition of New Neighborhood Associations.**

The residents, property owners, legal entities that operate a place of business or professional office, government agency or nonprofit institution of any area in the City not within an existing neighborhood association may seek



City recognition for a neighborhood association. City will not recognize any neighborhood association that includes territory of a recognized neighborhood association unless a majority of the members of the neighborhood association who live in the territory to be transferred have agreed in writing that the territory will be transferred to the other neighborhood association. Recognition of new neighborhood associations shall be by Council resolution. [Ord. NS-2171, 2011]

**1.70.040 Termination and Withdrawal from Recognized Associations.**

- A. Any recognized neighborhood association may voluntarily dissolve itself and shall inform the City of the dissolution. The City shall terminate the recognition of any association on the date of its dissolution.
- B. The City may terminate the recognition of any neighborhood association if it has not held a general meeting in the previous 18 months.
- C. The City shall terminate the recognition of a neighborhood association as to an area if the City receives a petition signed by a majority of the registered voters in the area requesting that the neighborhood association no longer be recognized for the area. The petition must include a map showing the area to be withdrawn.
- D. The City may terminate the recognition of a neighborhood association that is not in compliance with this chapter. [Ord. NS-2171, 2011]

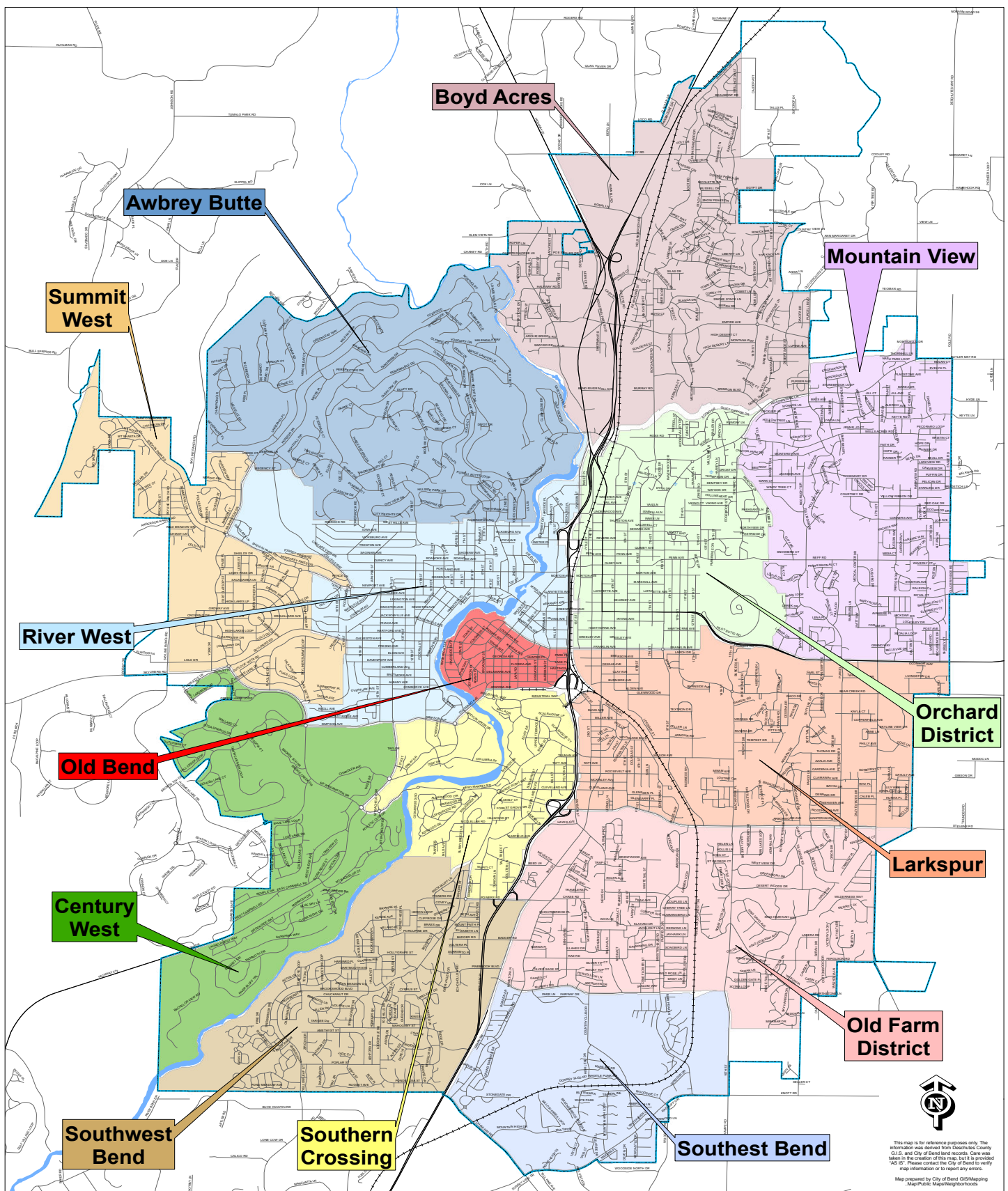
**1.70.050 Status of Recognized Neighborhood Association.**

- A. Neighborhood associations are independent entities and not part of the City government.
- B. City recognition of a neighborhood association does not make the association part of the City or make it a governmental entity. ORS Chapter 197 gives recognized associations certain rights to notice of certain land use applications. The Bend Development Code also provides recognized associations the right to notice and comment on certain land use applications and the right to a waiver of appeal fees, consistent with the Bend General Plan provisions on citizen involvement. The role of neighborhood associations in the land use process does not make them decision-makers or advisory bodies to the decision-makers. Recognition of a neighborhood association gives the recognized association the rights granted by State law, the Bend Development Code, and this chapter to recognized neighborhood associations.
- C. The City has no responsibility or liability for actions of neighborhood associations.
- D. Recognized neighborhood associations must designate an authorized representative and provide the City with contact information for the designated representative to allow notice to be provided under applicable land use regulations. Recognized neighborhood associations must have bylaws or other binding rules that require publicly announced and open meetings, govern election of board members and/or officers and meeting procedures, and must maintain minutes of open meetings. [Ord. NS-2171, 2011]

**1.70.060 Grants and Other Assistance.**

- A. The City may provide grants to recognized neighborhood associations through the City's budget process, may waive land use appeal fees for neighborhood associations by resolution, and may provide assistance, including coordination and administrative assistance, to neighborhood associations. City grant proceeds may not be used to advocate for or against a declared candidate or ballot measure. Neighborhood associations that receive grants shall provide a written report on the expenditure of grant funds on an annual basis as part of the application for grant funding.
- B. The City may allow recognized neighborhood associations or meetings of representatives of neighborhood associations to use City facilities, consistent with applicable building use policies. [Ord. NS-2171, 2011]





This map is for reference purposes only. The information was derived from Deschutes County GIS, and City of Bend and records. Care was taken in the creation of this map, but it is provided "AS IS". Please contact the City of Bend to verify map information or to report any errors.



## BEND NEIGHBORHOODS

Print Date: July, 2014

### Neighborhoods

Awbrey Butte	Orchard District
Boyd Acres	River West
Century West	Southeast Bend
Larkspur	Southern Crossing
Mountain View	Southwest Bend
Old Bend	Summit West
Old Farm	

# SAMPLE BYLAWS

These recommended bylaws outline the information that should be included in your neighborhood association bylaws. Neighborhood associations are free to create bylaws that are reflective of their own organization. These represent the minimum standards by which an association shall operate. Additions or alterations to the recommended bylaws should be referred to City of Bend staff to ensure substantial conformance with the intent of the recommended bylaws.

## ARTICLE I PURPOSE

Section 1 Name of Organization: The name of the organization shall be the Sample Neighborhood Association (SNA).

Section 2 Purpose of SNA: The purposes for which SNA is organized are:

- (a) To enhance the livability of the area by establishing and maintaining an open line of communication and liaison between the neighborhood, the City of Bend, other participating agencies, and other neighborhoods.
- (b) To provide an open process by which all members of the neighborhood may involve themselves in the affairs of the neighborhood.
- (c) To perform all of the activities related to said purposes.
- (d) To be organized exclusively for educational, social and charitable purposes.
- (e) Nothing in these bylaws shall preclude an association from forming as a non-profit organization.

## ARTICLE II MEMBERSHIP

Section 1 Membership Qualifications: Membership in SNA shall be open to any person who lives on or owns any real property or any legal entity that operates a place of business or institution, within the recognized boundaries of the SNA, any person meeting these criteria shall be considered a member of the SNA.

Section 2. An active member is defined as one who has attended at least one general or special meeting within the last calendar year.

Section 3 Membership Voting: All residents, property owners, or businesses located within SNA boundaries shall have one vote per member household, property, or business entity, each to be cast during attendance at any general or special meeting. One representative from each government agency or nonprofit organization located within SNA boundaries shall have the same privilege as the residents listed above.

## ARTICLE III DUES:

Charging of dues or membership fees shall be prohibited; however, voluntary contributions and fundraising activities are allowed.



## ARTICLE IV                      MEMBERSHIP MEETINGS

- Section 1      General Membership Meetings: There shall be at least two general membership meetings yearly. The meetings shall be convened in the fall and spring and upon any day decided by the majority vote of the neighborhood Officers. Notification for all general meetings shall require fourteen (14) days advance written, E-mail, or telephone notice to all active members of SNA and public notice. Reasonable attempt to notify all SNA members through public notice or any other methods deemed reasonable by SNA shall be made prior to meetings at least seven (7) days in advance.
- Section 2      Special Membership Meetings: the chairperson may call Special meetings of the membership or the vice chair in the chair's absence as deemed necessary. Reasonable attempt to notify all SNA members through public notice or any other methods deemed reasonable by SNA shall be made prior to meetings at least seven (7) days in advance.
- Section 3      Agenda: The chairperson shall prepare the agenda for general and special meetings of the membership. Any member of SNA may make a motion to add an item to the general or special agendas at those respective meetings. Adoption of that motion requires a second and majority vote. Any non-member may request to add an item to the agenda by submitting the item in writing to the SNA officers at least seven (7) days in advance of the membership meetings. The chairperson shall place the item on the agenda only if the majority of the officers agree to do so.
- Section 4      Quorum: A quorum for any general or special meeting of SNA shall be a minimum of ten (10) members in attendance. Unless otherwise specified in these bylaws, decision of SNA shall be made by a majority vote of those members present at any meeting.
- Section 5      Participation: Any general, special, officer or committee meeting is open to any person to observe. However, only members may participate in discussion and are entitled to vote. Non-members may participate in discussion if an item from a non-member has been placed on the agenda per the requirements of Section 3, Article IV. The presiding officer may regulate the order and length of appearances and limit appearances to relevant points. All actions or recommendations of the general or special meetings shall be recorded in the minutes, including minority reports. The Office of Neighborhood Associations shall notify the City of any recommendations contained therein.
- Section 6      Procedures: The SNA shall follow Robert's Rules of Order (Revised) in all areas not covered by the bylaws.

## ARTICLE V NEIGHBORHOOD OFFICERS

- Section 1 Number of Neighborhood Officers: The Neighborhood Officers shall determine the exact number of officer positions annually. There shall be at least three (3) officers and the SNA may add additional officers as needed.
- Section 2 Terms of Office: Each officer shall hold office for a term of one (1) year for which he/she is elected or appointed and until his/her successor has been elected or appointed to take office. The association will identify the date for annual election of officers with submission of their bylaws for City Council approval.
- Section 3 Eligibility for Officer Service: Only persons eligible for SNA membership shall be qualified to hold an elected or appointed position.
- Section 4 Duties of Officers: the officers shall manage the affairs of SNA in the interim between general meetings. The officers shall be accountable to the membership; shall seek the views of all affected by any proposed policies or actions before adopting any recommendation on behalf of SNA; and shall strictly comply with these bylaws.
- Section 5 Election of Officers: Officer Members shall be elected annually by a vote of the membership at its annual meeting. The names of all candidates for the officer slate shall be placed in nomination. Secret written ballots shall be used for voting for officers. Election requires a majority vote of the membership present.
- Section 6 Officer Vacancies: The officers may fill any vacancy on the SNA or committee by majority vote of the officers in cases involving absences by an officer or committee member from three (3) consecutive meetings, or if a position is vacated for any reason. A member appointed to fill a vacancy shall serve the remainder of the unexpired term and until his/her successor is elected or appointed.
- Section 7. Duties of Officers:
- (a) Chairperson: The chairperson shall prepare the agenda and preside at all meetings of the officers and membership; shall appoint members of committees, who are not elected, with a majority approval of the officers except for members of the Grievance Committee. The Chairperson shall make all necessary reports to the City of Bend in compliance with the Neighborhood Association Recognition Ordinance. Upon leaving office, the chairperson shall serve in an advisory capacity to the current officers for a period of one year.



- (b) Vice Chairperson: The first alternate shall assist the chairperson; in the chairperson's absence shall function as chairperson.
- (c) Secretary/Treasurer: The secretary/treasurer shall keep minutes and written records of majority and minority opinions expressed at all meetings; shall be responsible for all correspondence of SNA; shall make records of SNA available for inspection at any reasonable time. The secretary/treasurer shall also be held accountable for all funds and shall give an accounting at each general meeting; shall receive safe keep and disburse SNA funds, but such disbursement shall require the signature of the Chairperson. This position may be divided into separate secretary and treasurer functions if the SNA so desires.
- (d) The SNA may establish additional Committee Chairpersons to serve with the officers as necessary.

Section 8      Officer Meetings: The officers shall meet at least fourteen (14) days prior to any general or special meeting and at any other time the chairperson may designate. These meetings shall be open session; however, only officers shall be entitled to vote. A majority of the officers shall constitute a quorum for officer meetings; decisions shall be made by majority vote. The officers shall be notified of said meetings in writing, by E-mail or by telephone in advance. A majority of officers, by signed petition, may call an officer, general or special meeting.

Section 9      Emergency Powers of the Officers: In such cases where the officers are required to provide neighborhood response before a question can be presented to the membership, the officers must indicate to the questioner that this is the case. The officers shall present the action taken at a special or general meeting within fourteen (14) days, or within a lesser time for ratification by the membership where circumstances dictate.

Section 10     Resignation and Removal: Any Officer member may be removed from office by an affirmative vote of two thirds of the members of the association present at the meeting, the notice of which shall have specified the proposed removal. In addition, Officer Members failing to attend three (3) consecutive meetings shall be automatically deemed to have resigned.

## ARTICLE VI      COMMITTEES

The officers shall establish both standing and ad hoc committees, as they deem necessary. Committees shall make recommendations to the officers for officer actions. Committees shall not have the power to act on behalf of the organization without specific authorization from the officers.

## ARTICLE VII CONFLICT OF INTEREST

- Section 1 Definition: A conflict of interest exists for an officer whenever the officer holds a personal financial interest, which will be impacted by the action or inaction by SNA on a proposal before the membership, or officers. A personal financial interest shall include a financial interest held by the officer and/or by members of their immediate family. A personal financial interest includes an ownership interest above 5% of a business, which will be impacted by the decision of SNA. Examples of personal financial interest would include Employment by SNA; ownership of property the use or control of which is being considered by SNA; plans to purchase property the use or control of which is under discussion by SNA, etc.
- Section 2 Declaring the Conflict of Interest: Whenever an officer determines that they have a conflict of interest relating to an item under discussion, they must inform the body (membership or officers) hearing the proposal that the conflict of interest exists.
- Section 3 Abstention from Voting: Officers shall not vote on matters in which they have a conflict of interest.

## ARTICLE VIII GRIEVANCE PROCEDURES

- Section 1 Eligibility: A person or group adversely affected by a decision or policy of SNA may submit in writing a complaint to any member of the Grievance Committee.
- Section 2 Complaint Receipt: Within seven (7) days of receipt of the complaint, the committee shall arrange with the petitioner a mutually acceptable place, day and hour for a review of the complaint, and will, in writing, within thirty (30) days, recommend a resolution of the grievance to the officers.
- Section 3 Final Resolution: The committee shall attempt to resolve the complaint and shall submit a report of their recommendation and/or action to the complainant, officers and membership within fourteen (14) days. If the committee, officers and petitioner cannot reach agreement, attempts shall be made to resolve the complaint through mediation. If these attempts are not successful, final resolution of the complaint shall be by vote of a majority of the membership at a general or special meeting.

## ARTICLE IX INDEMNIFICATION:

SNA shall indemnify an officer who may be party to a proceeding because of the individual being or having been an officer to the fullest extent provided by the laws of the State of Oregon now in effect or later amended.

## ARTICLE X    PROCEDURE FOR CONSIDERATION OF PROPOSALS

- Section 1    Submission of Proposals: Any person, group, which is not a member of the SNA, may propose in writing items for consideration and/or recommendation to the SNA chair. The officers shall decide whether the proposed items shall be heard by the SNA and, if so, which meeting is most appropriate for the item to be heard.
- Section 2    Any SNA member or City Department may notify in writing items for consideration and/or recommendation to the SNA chair. The SNA chair shall then schedule the item at a meeting that is mutually acceptable to the officers and the proposer.
- Section 3    Notification: The proposer and members directly affected by such proposals shall be notified in writing of the place, day and hour the proposal shall be reviewed not less than seven (7) days in advance by telephone, E-mail, or mail and also by public notice.
- Section 4    Attendance: The proposer may attend this meeting to make a presentation and answer questions concerning the proposal.
- Section 5    SNA minutes shall be available to the public and a copy of the SNA minutes will be submitted to the Office of Neighborhood Associations office.

## ARTICLE XI    BOUNDARIES

- Section 1    Boundaries: Boundaries of SNA shall be defined as follows: Beginning at the \_\_\_\_\_.
- Section 2    Boundary Amendments: Boundaries of the SNA shall be reviewed if the SNA membership exceeds 6000, or upon request by the SNA or adjacent neighborhoods to the Office of Neighborhood Associations. If the boundaries need to be amended, the Office of Neighborhood Associations shall work with the SNA and other requesting parties to establish revised boundaries. The revised boundaries shall be voted on and adopted with a majority vote of the members in attendance at a SNA meeting and subject to City Council Approval.

## ARTICLE XII    PUBLIC MEETINGS / PUBLIC RECORDS REQUIREMENT:

SNA shall abide by all Oregon statutes relative to public meetings and public records. Official action(s) taken by SNA must be on record or part of the minutes of each meeting. The minutes shall include a record of attendance and the results of any vote(s) taken. A summary of discussion, including all dissenting views, should be transmitted along with any recommendation made by SNA to the City.



#### ARTICLE XIII NON-DISCRIMINATION:

SNA shall afford equal opportunities for participation in the Neighborhood Association to all persons who meet the membership qualifications regardless of race, color, religion, gender, age, handicap, familial status, or national origin.

#### ARTICLE XIV ADOPTION AND AMENDMENT OF BYLAWS:

All amendments to these bylaws must be proposed in writing and submitted to the SNA chair, who will then distribute copies of the proposed amendment/s to active members at least thirty-(30) days before voting on their adoption. Reasonable attempts to notify all SNA members of the proposed amendments through public notice or any other methods deemed reasonable by the SNA shall be made at least seven (7) days prior to voting. This notice shall specify the date, time, and place for consideration of the proposed amendment/s. Adoption of, and amendments to, these bylaws shall require a two-thirds (2/3) vote by the members present at a general meeting, and must be ratified by the Bend City Council prior to becoming amended.

# ANNUAL COMPLIANCE REPORT

Every year neighborhood associations must report in to the City of Bend to ensure that they are still operating with the guidelines established by the city.

## Neighborhood Association Annual Compliance Form

Due Date:

Neighborhood Association Name:

Board Position of Reporting Officer:

Name of Reporting Officer:

Street Address and E-mail Address of Reporting Officer:

Phone Number of Reporting Officer:

Neighborhood Association Contact Information

Please attach the names, addresses, phone numbers and E-mail addresses of the official board contact member and your Land Use contact person.

## General Information

Please answer the following questions about your Neighborhood Association operations by circling the appropriate response and including any requested additional information:

1. Bylaws: Do your Bylaws or other binding rules require publicly announced and open meetings; govern election of board members and/or officers and meeting procedures? YES NO

If yes, please attach a copy of your current bylaws.

If no, please indicate when your Bylaws will reflect these requirements.

2. Does your NA maintain minutes of your open meetings? YES NO  
(i.e., are the minutes posted regularly on your NA website or another publicly accessible forum?)

3. Please provide a written report on the expenditure of grant funds for the most recent Fiscal Year.

Please submit your compliance form to:

City of Bend Communications Department  
P.O. Box 431  
Bend, OR 97709

# SAMPLE NEIGHBORHOOD ASSESSMENT SURVEY

How long have you lived in the neighborhood?

Do you own or rent?      ( ) Own   ( ) Rent

How would you describe the “atmosphere” of your neighborhood?

( ) Well kept   ( ) Mediocre   ( ) Run down   ( ) Other \_\_\_\_\_

Do you feel like you are part of a neighborhood?      ( ) Yes   ( ) No

Rate concerns you have for your neighborhood.

	<b>Very Concerned</b>	<b>Somewhat Concerned</b>	<b>Not Concerned</b>	<b>Don't Know</b>
<b>Speeding</b>	_____	_____	_____	_____
<b>Traffic</b>	_____	_____	_____	_____
<b>Vandalism</b>	_____	_____	_____	_____
<b>Graffiti</b>	_____	_____	_____	_____
<b>Absentee property owner</b>	_____	_____	_____	_____
<b>Unkempt yards</b>	_____	_____	_____	_____
<b>Inoperable vehicles</b>	_____	_____	_____	_____
<b>Roads, sidewalks</b>	_____	_____	_____	_____
<b>Bicycle lanes</b>	_____	_____	_____	_____
<b>Street Lighting</b>	_____	_____	_____	_____
<b>Other</b> _____	_____	_____	_____	_____

How are public services in your neighborhood? Are they good, fair or poor?

	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
<b>Police protection</b>	_____	_____	_____
<b>Fire protection</b>	_____	_____	_____
<b>Street repair/maintenance</b>	_____	_____	_____
<b>Trash collection/recycling</b>	_____	_____	_____
<b>Park maintenance</b>	_____	_____	_____
<b>Public transportation</b>	_____	_____	_____
<b>Education</b>	_____	_____	_____
<b>Recreation</b>	_____	_____	_____



# SAMPLE NEIGHBORHOOD ASSESSMENT SURVEY

Is there a city service that your neighborhood needs that is not being provided?

☐ Yes ☐ No

Identify needed service \_\_\_\_\_

\_\_\_\_\_

Could a cooperative effort be positive for your neighborhood?

☐ Good ☐ Fair ☐ Poor

Do you have a Neighborhood Watch in your neighborhood?

☐ Yes ☐ No

If not, are you interested in organizing a Neighborhood Watch?

☐ Yes ☐ No

A neighborhood association is forming in your neighborhood. Are you interested in becoming involved?

☐ Yes ☐ No

Name \_\_\_\_\_

Phone \_\_\_\_\_

Please bring this survey to the \_\_\_\_\_

Neighborhood Association meeting scheduled for \_\_\_\_\_ at

\_\_\_\_\_, located at \_\_\_\_\_

\_\_\_\_\_.

Also, you may mail it to: \_\_\_\_\_

\_\_\_\_\_.

Do you have questions or comments? Call \_\_\_\_\_.

# ROBERT'S RULES OF ORDER

A full copy of Robert's Rules of Orders can be ordered online or checked out of the library. But these are the basic elements of Robert's Rules:

- I. **Make a Motion.** To introduce a new piece of business or propose a decision or action, a motion must be made by a group member ("I move that..."). A second motion must then also be made (raise your hand and say, "I second it."). After limited discussion the group then votes on the motion. A majority vote is required for the motion to pass (or quorum as specified in your bylaws).
- II. **To Postpone an Item Indefinitely.** This tactic is used to kill a motion. When passed the motion cannot be reintroduced at that meeting. It may be brought up again at a later date. This is made as a motion ("I move to postpone indefinitely..."). A second is required. A majority vote is required to postpone the motion under consideration.
- III. **To Amend a Motion.** This is the process used to change a motion under consideration. Perhaps you like the idea proposed but not exactly as offered. Raise your hand and make the following motion: "I move to amend the motion on the floor." This also requires a second. After the motion to amend is seconded, a majority vote is needed to decide whether the amendment is accepted. Then a vote is taken on the amended motion. In some organizations, a "friendly amendment" is made. If the person who made the original motion agrees with the suggested changes, the amended motion may be voted on without a separate vote to approve the amendment.
- IV. **To Commit a Motion.** This action is used to place a motion in committee. It requires a second. A majority vote must rule to carry it. At the next meeting the committee is required to prepare a report on the motion committed. If an appropriate committee exists, the motion goes to that committee. If not, a new committee is established.
- V. **To Call for the Question.** To end a debate immediately, the question is called (say "I call for the question") and the action needs a second. A vote is held immediately (no further questioning is allowed). A two-thirds vote is required for passage. If it is passed, the motion on the floor is voted on immediately.
- VI. **To Table a Discussion.** To table a discussion is to lay aside the business at hand in such a manner that it will be considered later in the meeting or at another time ("I make a motion to table this discussion until the next meeting. In the meantime, we will get more information so we can better discuss the issue.") A second is needed and a majority vote required to table the item under discussion.
- VII. **To Adjourn a Meeting.** A motion is made to end the meeting. A second motion is required. A majority vote is then required for the meeting to be adjourned (ended).

NOTE: If more than one motion is proposed, the most recent motion takes precedence over the ones preceding it. For example, if #6, a motion to table the discussion, is proposed, it must be voted on before #3, a motion to amend, can be decided.

In smaller meetings, like a committee or board meeting, often only four motions are used:

- ▶ I To Introduce (Motion)
- ▶ I To Change a Motion (Amend)
- ▶ I To Adopt (Accept a Report Without Discussion)
- ▶ I To Adjourn (End the Meeting)

Remember, these procedures are designed to ensure that everyone has a chance to participate and to share ideas in an orderly manner. Parliamentary procedure should not be used to prevent discussion of important issues. Board and committee chairpersons and other leaders may want to acquire training in meeting facilitation and in using parliamentary procedure. Additional information on meeting processes, working with many types of people, and using Robert's Rules is available from community resources such as the League of Women Voters, United Way, Lions Club, etc. Parliamentary Procedure at a Glance, by O. Garfield Jones, is an excellent guide for neighborhood association chairs to familiarize themselves with this information.



# REIMBURSEMENT REQUEST FORM

Date Submitted: \_\_\_\_\_

Neighborhood Association: \_\_\_\_\_

Reimbursement Check payable to (Name): \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email: \_\_\_\_\_

Address where check should be mailed: \_\_\_\_\_

\_\_\_\_\_

Receipt Total: \$ \_\_\_\_\_  
(Please attach original receipts.)

Receipt Amount:	Store Name Item Description:	Receipt Date
\$ _____	_____	_____
\$ _____	_____	_____
\$ _____	_____	_____
\$ _____	_____	_____
\$ _____	_____	_____
\$ _____	_____	_____

Deliver or mail this form with all original receipts to:

Communications Department  
City Hall  
710 NW Wall Street  
PO Box 431  
Bend, Oregon 97709

# PRESS LIST

## NEWSPAPERS

The Bulletin  
PO Box 6020  
Bend, OR 97708  
541-382-1811  
bendbulletin.com  
news@bendbulletin.com

The Source  
PO Box 631  
Bend, OR 97709  
541-383-0800  
bendsource.com  
editor@bendsource.com

Cascade Business News  
404 NE Norton Avenue  
Bend, OR 97701  
541-388-5665  
cascadebusnews.com  
cbn@cascadesbusnews.com

## RADIO

Bend Radio Group  
92.9, 940 AM, KSJJ, Mix 100.7, Power 94  
345 SW Cyber Dr., #101  
Bend, OR 97702  
541-388-3300  
Bendradiogroup.com  
rl@bendradiogroup.com

Combined Communications  
98.3 The Twins, 99.7 The Bull, 101.7, 107.7 The Beat, 1110 KBND  
63088 NE 18th St., #200  
Bend, OR 97701  
541-382-5263  
combinedcommunications.com  
news@kbnd.com

Horizon Broadcasting  
95.7, 104.1 The Peak, 105.7 KQAK, 1340 AM  
854 NE 4th St.  
Bend, OR 97701  
541-383-3825  
mycentraloregon.com  
news@horizonbroadcastinggroup.com

KPOV, 88.9  
501 NW Bond St.  
Bend, OR 97703  
541-322-0863  
kpov.org  
info@kpov.org

## TELEVISION

KTVX-21  
PO Box 149  
Bend, OR 97701  
541-383-2121  
ktvz.com  
stories@ktvz.com

Central Oregon Daily/Zolo Media  
63090 Sherman Road  
Bend, OR 97703  
541-749-5151  
zolomedia.com  
info@zolomedia.com

# EVENT CHECKLIST

- \_\_\_ Date: If organizing an event, pick a date that does not conflict with any holiday or event. Be aware of the weather
- \_\_\_ Time: Consider what kind of activities you have planned and location time constraints
- \_\_\_ Location: Park, school, or neighborhood street
- \_\_\_ Route: If having a neighborhood parade
- \_\_\_ Purpose/Nature of Project: Community spirit, informational/educational, fundraiser, awards, presentation, etc.
- \_\_\_ Attendance Estimation: This will help in deciding on a location and in placing an initial order with the caterers. If food is to be donated, this will give you a number to work with
- \_\_\_ Permits: For alcohol use or to reserve a park
- \_\_\_ Food: Catered, donated, or potluck
- \_\_\_ Drinks: Catered or donated
- \_\_\_ Paper products: If not provided by a caterer, will it be donated or purchased
- \_\_\_ Decorations: Balloons, streamers, themed tablecloth and napkins
- \_\_\_ Invitations: Decide who to invite, invite and host special guests, i.e. sponsors, dignitaries, etc.
- \_\_\_ Publicity: Fleers, posters, banners, etc.
- \_\_\_ Volunteers: Set-up, clean-up, greeters, host/hostess
- \_\_\_ Donations: Food, Drinks, Paper products, door prizes, game prizes, raffle, auction
- \_\_\_ Port-a-Potty
- \_\_\_ Tables, chairs, tents, etc.
- \_\_\_ Photographer/videographer
- \_\_\_ Informational Tables: Arrange speakers or materials to be displayed
- \_\_\_ Contact Bend Police: K-9 demonstration, DARE
- \_\_\_ Contact Bend Fire Dept: Fire engine display
- \_\_\_ Entertainment: Recorded or live music, games, clowns, jugglers, etc.



# CITY CODE: PROPOSED LAND USE CHANGES

## 4.1.215 Public Meeting.

A. The applicant for a Bend Area General Plan Map amendment, Zoning Map amendment, Conditional Use Permit, Subdivision or Site Plan Review for new development or an alteration/addition to one or more buildings containing a total of 10,000 square feet or more shall present the proposal at a public meeting prior to submitting the respective application to the City Planning Division. The presentation shall be made at either a regular or special meeting with a neighborhood association recognized by the City of Bend whose boundaries the subject property lies within, or a public meeting arranged and conducted by the applicant. The presentation at the public meeting shall include the following:

1. A map depicting the location of the subject property proposed for development.
2. A visual description of the project including a site plan, tentative subdivision plan and elevation drawings of any structures if applicable.
3. A description of the nature of the use including, but not limited to, sizes and heights of structures, proposed lot sizes, density, etc.
4. The expected or anticipated impacts from the development.
5. Any mitigation proposed by the applicant to alleviate the expected/anticipated impacts.
6. An opportunity for the public to provide comments. Applicants are encouraged to reconcile as many public concerns as possible prior to submittal of their application.

B. Public Meeting Notification. If any part of a proposed new development as referenced in subsection (A) of this section is to be constructed within the boundaries of a recognized neighborhood association of the City of Bend, the applicant shall notify the designated representative of such association of the presentation. It shall be the responsibility of the applicant to schedule the meeting/presentation and provide adequate notification to the residents of the affected neighborhood of the date, time and location of the meeting/presentation. It shall be the applicant's responsibility to provide the information listed in subsections (B)(1)(a) through (c) of this section to the designated representative of the neighborhood association. Such meeting shall be held no less than 15 days and no more than 45 days from the date that the applicant notifies the designated representative of the affected neighborhood association. The following provisions shall be applicable to the applicant's obligation to notify the residents of the area affected by the new development application, whether the proposed development is within the boundaries of a recognized neighborhood association or not:

1. The applicant shall send mailed notice of the public meeting to all property owners within 500 feet of the boundaries of the subject property, and, if any part of the subject property is within the boundaries of a neighborhood association recognized by the City of Bend or within 500 feet of any other neighborhood association recognized by the City of Bend, notice shall be sent by Priority Mail with Delivery Confirmation to the designated representative(s) of such neighborhood association(s). The property owner list shall be compiled from the Deschutes County Tax Assessor's property owner list from the most recent property tax assessment roll. The address for the designated representative(s) of the affected neighborhood association(s) shall be obtained from the City of Bend. The notice shall be sent a minimum of 15 days prior to the public

meeting, and shall include at a minimum:

- a. Date, time and location of the public meeting.
- b. A brief written description of the proposal and proposed use, but with enough specificity so that the project is easily discernible.
- c. The location of the subject property, including address (if applicable), nearest cross streets and any other easily understood geographical reference, and a map (such as a tax assessor's map) which depicts the subject property. [Ord. NS-2122, 2009; Ord. NS-2016, 2006]

#### 4.1.220 Application Requirements.

A. Property Owner. For the purposes of this section, the term property owner shall mean the owner of record or the contract purchaser and does not include a person or organization that holds a security interest.

B. Applications shall:

1. Be submitted by the property owner or a person who has written authorization from the property owner as defined herein to make the application;
2. Be completed on a form prescribed by the City;
3. Include supporting information required by this code and any other information necessary to, in the judgment of the Development Services Director, demonstrate compliance with applicable criteria;
4. Be accompanied by the appropriate filing fee as set forth in the adopted Fees Resolution;
5. Provide proof of ownership in the form of a deed, or other recorded document; and
6. In the case of applications for a quasi-judicial plan amendment or zone change, may be accompanied by applications for a specific development proposal.
7. For applications that require a public meeting under BDC 4.1.215(A), include a copy of the Delivery Confirmation receipt and a Public Meeting Verification of Compliance form signed by the applicant and a representative of the Neighborhood Association(s), attesting to the contents of the materials provided at the meeting. If no representatives of the Neighborhood Association(s) are present at the meeting, the applicant may submit a statement to that effect. If the public meeting was arranged and conducted by the applicant, the notification materials listed in BDC 4.1.215(B)(1)(a) through (c) must also be submitted.

C. The following applications are not subject to the ownership requirement set forth in subsection (B)(1) of this section:

1. Applications submitted by or on behalf of a public entity or public utility having the power of eminent domain with respect to the property subject to the application; or
2. Applications for development proposals sited on lands owned by the State or the Federal government. [Ord. NS-2251, 2015; Ord. NS-2122, 2009; Ord. NS-2068, 2007; Ord. NS-2016, 2006]